



## POLICY FOR CDBG COMPLAINT RESOLUTION

### **Purpose:**

The purpose of this Policy is to provide a clear process for the receipt, review and resolution of any and all complaints received as part of the City's implementation of Community Development Block Grants (CDBG).

### **Process:**

If a complaint cannot be resolved by the CDBG Administrator the complainant will be provided with a copy of the rules and regulations and asked to put the complaint in writing to the City Manager. The City Manager will respond, in writing, within ten (10) days of the receipt of the complaint.

If the complainant remains unsatisfied, he/she will be provided with the contact information for the State Community Development CDBG Program Manager.

The State Program Manager will review the process to ensure that it has been fair and consistent with local, state and federal regulations.

If it is found that the CDBG Administrator has acted properly and that program rules have been fairly administered, the decision of the City Manager will be final.

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APPROVED

Waterville City Council  
July 21, 2009